



Building Manager

Job Description

Reports to: Estate Manager – Encore Estate Management
Based: Ovaltine Estate, WD4 8GZ
Hours of work: 08.00 to 17.00 Monday, Wednesday & Friday and 10.00 to 20.00 Tuesday & Thursday

Estate Background

The Ovaltine Estate is a conversion of the site of the Ovaltine Factory, this is located on the banks of the Grand Union Canal, in WD4 8GZ.

The Estate has been converted into 212 flats known as Ovaltine Court, 45 freehold houses and 110 Housing Association properties comprising of both blocks of flats & houses around the development.

Purpose

The overall purpose of this job is to be responsible for maintaining the quality standards of a prestigious residential development. The Building Manager will take overall responsibility for the development including the efficient management of overseeing planned and reactive maintenance including contractor management, ensuring the communal areas are well presented, and providing an exceptional level of customer service to all residents and visitors to the development.

The role will also be key to assisting the implementation of capital expenditure planning for the development, creating a computer based asset register and O&M manuals for the building from the information available on site.

Assisting the implementation of a new communication platform with the residents in the building.

Responsibilities / Tasks

Duties include but are not limited to:

Building Management "*Protecting the value of the owners' homes*"

The Building Manager will:

- Perform regular quality inspections/site walk arounds, inspecting all internal and external communal areas on a daily basis for cleanliness, checking for any faults to equipment, any damage to the building and any health and safety risks.
- Manage contractors, monitoring the work and performance of contractors on site, including approving and assessing all maintenance work, ensuring contractors are working safely and administering signing-in/out procedures.
- Co-ordinate planned maintenance, working with the Estate Manager to ensure that items identified on the Planned Maintenance Schedule are undertaken on time and to the required standards/guidelines.
- Be responsible for the implementation of a stock management system, managing the purchase of day-to-day items (e.g. lamps and cleaning materials) and ensure stock levels are maintained.
- Facilitate the collection of meter readings for communal utilities.
- Carry out system testing around the building (including services such as emergency lighting, fire alarm systems/smoke vents and lift emergency lines).

- Ensure residents use the correct parking bays and assist with any parking-related issues.
- Monitor and access the CCTV system as required.
- Engage, timetable and oversee all contractors, both routine and non-routine for minor work and repairs within the development
- Provide a 'hands on' presence where needed to keep the development clean and tidy.
- Assist the Estate Manager with the preparation of budgets
- Be fully conversant with the Lease Agreements especially the rules and regulations of the estate.
- Ensuring that service charge funds are not spent in services on premises that have been demised to leaseholders (ie. inside apartments) and therefore their responsibility.
- Be responsible for refuse management - through existing staff or external contractors, he or she will maintain the refuse stores; ensuring rubbish is moved into the correct bins, sweeping/washing floors and bins and ensuring the bin stores area accessible on collection days.
- Provide input to the Estate Manager for Directors meetings, queries and resident communication.
- Assist the Estate Manager when tendering of annual contracts and contractor performance is being considered.

Day-to-day Maintenance & Repairs *"It's nice to come home to an estate managed by Encore"*

The Building Manager will:

- Request quotes and issue work orders.
- Arranging repairs with contractors and follow up to completion.
- Follow up emergency repairs which happen out of hours.
- Replace blown bulbs within communal areas on a daily basis.
- Carry out minor maintenance tasks such as adjusting doors/hinges, door closers and handles.
- Follow up communication with resident when reactive repairs are completed.

Service to Residents *"Make life more pleasurable for all of our residents"*

The Building Manager will:

- Take overall responsibility for the administration and day-to-day operation of the residents' 'Front of House' services including, parcel handling (managing parcel deliveries/collections), the Estate / residents' key handling services and other duties as dictated by the site.
- Issue licence for pets, licence to alter and licence to sublet and monitor this to ensure correct compliance.
- Provide a visible on-site presence and be the first point of contact for tenants, either via telephone or in person at the office, regarding communal maintenance issues, complaints, emergencies etc., assisting where appropriate or referring to the Estate Manager if required.
- Monitor tenant move-ins/outs to ensure that no damage or problems occur in the communal areas and that disruption to neighbouring properties is minimised.
- Meet and greet all new residents (lessees and sub-tenants), welcoming them and familiarising them with the 'house rules' and introducing the on-site staff.
- Management of the on-site resident noticeboard.

Skills & Experience Required

The successful candidate will present with the following:

Experience

- Experience of building management & maintenance. Your experience may be in the residential or commercial block management or hospitality sectors. We are also happy to consider those with an armed forces or construction background.

Skills

- **Excellent time management and prioritisation of tasks:** knowing which items should be addressed first, while ensuring everything gets done.
- **Excellent people skills:** Building good relationships with the residents and the client (Managing Agent). Ensuring he or she is well presented at all times; wearing the company uniform.
- **Excellent communication skills:** both verbal and written, with the ability to communicate effectively with others.
- **Good computer skills:** be competent in the use of Microsoft Office (Excel, Word and Outlook) and computer programmes in general.
- **Hands On:** Have the ability to use a variety of hand tools and are happy to get involved in the work required to manage the building well. Also understand all Health & Safety at work legislation and know when the assistance of a more qualified or competent person is required.

Behaviours

- **Accountability:** taking personal responsibility for seeing things through to successful resolution. Not sitting back and assuming others will solve it.
- **Thoroughness:** paying attention to detail and having the passion to ensure every job is completed correctly.
- **Commitment:** taking pride in what you do to make a difference.
- **Positivity:** possessing a can-do attitude and a willingness to deliver to the highest level in every part of your job.
- **Curiosity:** constantly learning, questioning, analysing, suggesting and promoting.

Qualifications

- A variety of qualifications would benefit this role and if you possess any of the below this would be desirable:-
- IRPM, ARMA, MARLA, RICS or any other governing body membership or qualifications
- IOSH, NEBOSH or any other H&S qualifications
- City & Guilds, IPAF or any other Constructed related qualifications.
- HND's, HNC's or any other further learning qualifications.

The successful candidate will:

- Be legally able to work in the UK
- Be reasonably competent in the use of Microsoft Office (Excel, Word and Outlook)
- Possess a good standard of education (essential).
- Preferably possess a full, clean driving licence; however, this is not essential.